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01/25/02

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Approved for use through 10/31/2002. OMB 0651-0032

Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

**UTILITY
PATENT APPLICATION
TRANSMITTAL**

(Only for new non-provisional applications under 37 CFR 1.53(b))

APPLICATION ELEMENTS

See MPEP chapter 600 concerning utility patent application contents.

1. Fee Transmittal Form (e.g., PTO/SB/17)
(Submit an original and a duplicate for fee processing)
2. Applicant claims small entity status.
See 37 CFR 1.27.
3. Specification [Total Pages 19] *(preferred arrangement set forth below)*
 - Descriptive title of the Invention
 - Cross References to Related Applications
 - Statement Regarding Fed sponsored R & D
 - Reference to sequence listing, a table, or a computer program listing appendix
 - Background of the Invention
 - Brief Summary of the Invention
 - Brief Description of the Drawings (*if filed*)
 - Detailed Description
 - Claim(s)
 - Abstract of the Disclosure
4. Drawing(s) (35 U.S.C. 113) [Total Sheets 4] *(35 U.S.C. 113)*
5. Oath or Declaration [Total Pages 2] *(when there is no assignee)*
 - a. Newly executed (original or copy)
 - b. Copy from a prior application (37 C.F.R. 1.63(d))
(for continuation/divisional with Box 18 completed)
 - i. **DELETION OF INVENTOR(S)**
Signed statement attached deleting inventor(s) named in prior application, see 37 C.F.R. 1.63(d)(2) and 1.33(b).
6. Application Data Sheet. See 37 CFR 1.76

Attorney Docket No.		00-1718.03
First Inventor		Terry Stanley Ryan
Title	System and Method for Supporting Multiple Call Centers	
Express Mail Label No.	EE764491981US	

ADDRESS TO:
Assistant Commissioner for Patents
Box Patent Application
Washington, DC 20231

7. CD-ROM or CD-R in duplicate, large table or Computer Program (*Appendix*)
8. Nucleotide and/or Amino Acid Sequence Submission (*if applicable, all necessary*)
 - a. Computer Readable Form (CRF)
 - b. Specification Sequence Listing on:
 - i. CD-ROM or CD-R (2 copies); or
 - ii. paper
 - c. Statements verifying identity of above copies

ACCOMPANYING APPLICATION PARTS		
9. <input type="checkbox"/>	Assignment Papers (cover sheet & document(s))	
10. <input checked="" type="checkbox"/>	37 C.F.R. 3.73(b) Statement <i>(when there is an assignee)</i>	<input checked="" type="checkbox"/> Power of Attorney
11. <input type="checkbox"/>	English Translation Document (<i>if applicable</i>)	
12. <input type="checkbox"/>	Information Disclosure Statement (IDS)/PTO-1449	<input type="checkbox"/> Copies of IDS Citations
13. <input type="checkbox"/>	Preliminary Amendment	
14. <input checked="" type="checkbox"/>	Return Receipt Postcard (MPEP 503) <i>(Should be specifically itemized)</i>	
15. <input type="checkbox"/>	Certified copy of Priority Document(s) <i>(if foreign priority is claimed)</i>	
16. <input checked="" type="checkbox"/>	Request and Certification under 35 U.S.C. 122 (b)(2)(B)(i). Applicant must attach form PTO/SB/35 or its equivalent.	
17. <input type="checkbox"/>	Other:	

18. If a CONTINUING APPLICATION, check appropriate box, and supply the requisite information below and in a preliminary amendment, or in an Application Data Sheet under 37 CFR 1.76:

 Continuation Divisional Continuation-in-part (CIP) of prior application No: _____

Prior application information: Examiner _____ Group / Art Unit: _____

For CONTINUATION or DIVISIONAL APPS only: The entire disclosure of the prior application, from which an oath or declaration is supplied under Box 5b, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

19. CORRESPONDENCE ADDRESS Customer Number or Bar Code Label  or Correspondence address below
(Insert Customer No. or attach bar code label here)

Name	21491		
Address	PATENT TRADEMARK OFFICE		
City	State	Zip Code	
County	Telephone	Fax	
Name (Print/Type)	Anita S. Damian	Registration No. (Attorney)	46,056
Signature			Date 1/25/2002

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

10/05/6411
01/25/02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Ryan et al §
Application No.: § Group/Art Unit:
Filed: 01/25/2002 § Examiner:
For: *System and Method for Supporting
Multiple Call Centers* §

BOX NON-PROVISIONAL PATENT APPLICATION

Assistant Commissioner for Patents
Washington, D.C. 20231

Applicant, by and through his attorney, hereby submits the following documents:

1. Utility Patent Application Cover Sheet;
2. Application Data Sheet;
3. Non-Publication Request Under 35 U.S.C. 122(b)(2)(B)(i);
4. Fee Transmittal (w/1 copy);
5. Non-Provisional Patent Application (19 pages);
6. Drawings (4 sheets);
7. Declaration;
8. Power of Attorney;
9. Statement Under 37 CFR 3.73(b);
10. Check in the amount of \$740.00; and
11. Return receipt postcard

Respectfully submitted,



Anita S. Damian
Registration No. 46,056

LANIER FORD SHAVER & PAYNE, P.C.
Customer No. 021491
P.O. Box 2087
200 West Side Square, Suite 50001
Huntsville, AL 35804
(256) 535-1100

Express Mail Label No.: EE764491981US

**NONPUBLICATION REQUEST
UNDER
35 U.S.C. 122(b)(2)(B)(i)**

First Named Inventor		Ryan, Terry S.
Title	System and Method for Supporting Multiple Call Centers	
Atty Docket Number		00-1718.03

I hereby certify that the invention disclosed in the attached application **has not and will not** be the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing.

I hereby request that the attached application not be published under 35 U.S.C. 122(b).

12-1-02

Date



Signature

Donnie Newman

Typed or printed name

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(ii)).**

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

FEE TRANSMITTAL for FY 2002

Patent fees are subject to annual revision.

<input type="checkbox"/>	Applicant claims small entity status. See 37 CFR 1.27
TOTAL AMOUNT OF PAYMENT	(\$) 740.00

Complete if Known

Application Number	
Filing Date	01/25/2002
First Named Inventor	Ryan, Terry S.
Examiner Name	
Group Art Unit	

METHOD OF PAYMENT (check all that apply)				FEE CALCULATION (continued)						
<input checked="" type="checkbox"/> Check	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Money Order	<input type="checkbox"/> Other	<input type="checkbox"/> None	3. ADDITIONAL FEES					
<input checked="" type="checkbox"/> Deposit Account:				<table border="1"> <tr> <td>Deposit Account Number</td> <td>50-0686</td> </tr> <tr> <td>Deposit Account Name</td> <td>Lanier Ford Shaver & Payne PC</td> </tr> </table>			Deposit Account Number	50-0686	Deposit Account Name	Lanier Ford Shaver & Payne PC
Deposit Account Number	50-0686									
Deposit Account Name	Lanier Ford Shaver & Payne PC									
<input type="checkbox"/> Charge fee(s) indicated below <input checked="" type="checkbox"/> Credit any overpayments <input checked="" type="checkbox"/> Charge any additional fee(s) during the pendency of this application <input type="checkbox"/> Charge fee(s) indicated below, except for the filing fee to the above-identified deposit account.										
FEE CALCULATION										
1. BASIC FILING FEE										
Large Entity	Fee Code (\$)	Fee Code (\$)	Fee Description	Fee Paid	Small Entity	Fee Code (\$)	Fee Description	Fee Paid		
101	740	201	370	Utility filing fee	740.00	205	65	Surcharge – late filing fee or oath		
106	330	206	165	Design filing fee		127	50	Surcharge – late provisional filing fee or cover sheet		
107	510	207	255	Plant filing fee		139	130	Non-English specification		
108	740	208	370	Reissue filing fee		147	2,520	For filing a request for ex parte reexamination		
114	160	214	80	Provisional filing fee		112	920*	Requesting publication of SIR prior to Examiner action		
				SUBTOTAL (1) (\$) 740.00						
2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE										
Total Claims	6	-20**=	0	X	0	=	0	Extra Claims Fee from below Fee Paid		
Independent Claims	3	-3**=	0	X	0	=	0			
Multiple Dependent						=	0			
				SUBTOTAL (2) (\$) 740.00						
* or number previously paid, if greater; For Reissues, see above										
Other fee (specify) _____										
*Reduced by Basic Filing Fee Paid										
SUBTOTAL (3) (\$)										

SUBMITTED BY		Complete (if applicable)		
Name (Print/Type)	Anita S. Damian	Registration No. (Attorney/Agent)	46,056	Telephone (256)535-1100
Signature	<i>Anita S. Damian</i>	Date	01/25/2002	

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

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